

HEALTH BENEFITS E-NEWS

Department of Human Resource Management
Office of Health Benefits

September 21, 2018

The Commonwealth's Flu Shot Program Has Begun

State plan members may again get a free flu shot during flu season at pharmacies participating in their health plan's network.

- COVA Care, COVA HDHP and COVA HealthAware members also may receive flu shots at no cost from network physicians' offices and other participating providers.
- Kaiser Permanente HMO members must go to a participating Kaiser medical center.
- Capitol Square Healthcare in Richmond will offer free shots onsite to COVA Care, COVA HDHP and COVA HealthAware members. TRICARE members, waived and wage employees pay for the vaccine.

Visit www.dhrm.virginia.gov/healthcoverage/flushotinformation to find participating providers, questions and answers on each plan and a flyer to distribute to employees. It is important that plan members call ahead to be sure the pharmacy is participating in the program and flu shots are available. An appointment may be required.

A pharmacy must file in-network flu shot claims through its online system. If plan members are denied coverage for the flu shot, they should ask the pharmacist to call the telephone number on the back of their ID card. COVA Care and COVA HDHP ID cards have a Pharmacy Questions number, and COVA HealthAware cards show the Aetna Health Concierge number.

While members may receive a flu shot at a non-network pharmacy, coverage will be at the out-of-network benefit level. This means they will likely have to file the claim themselves and will be responsible for any costs over the allowable charge.

See the attached flu shot guidelines for agencies that wish to coordinate flu shots onsite with participating pharmacies. Again, be sure that the pharmacy is participating in the Commonwealth's program before scheduling a clinic.

Kaiser Medical Loss Ratio Rebate

Some Kaiser (or former Kaiser) participants have received correspondence regarding a Medical Loss Ratio rebate. If you get questions regarding this rebate, you may inform your employees or retirees that they will be processed for payment on the November 16 paycheck to Kaiser participants covered on August 1, 2018. This distribution is based on guidance for group health plans maintained by non-federal government employers (like the Commonwealth of Virginia). Eligible Retirees or COBRA participants will receive their rebates by separate check mailed to their address of record. Processing instructions will be provided in late October.

Two Physicians' Groups No Longer in Operation at Lewis Gale Facilities

Anthem received notification that Roanoke Physician Services LLC (an emergency medicine physicians' group) and Commonwealth Hospitalist Group LLC (a physicians' group focusing primarily on the comprehensive medical care of hospitalized patients) are no longer in operation and ceased providing emergency medicine and comprehensive medical care services at Lewis Gale facilities in southwest Virginia. As a result, Roanoke Physician Services and Commonwealth Hospitalist Group no longer participate in their provider networks effective July 3, 2018. The Lewis Gale locations are Salem [hospital medical center and free-standing emergency room (ER)], Montgomery, Pulaski and Alleghany.

Schumacher Clinical Partners now owns and manages the following ER and inpatient hospital physician groups serving Lewis Gale facilities:

ER Groups managed by Schumacher	Inpatient Hospital Physician Groups managed by Schumacher
Mill Mountain Emergency Group, LLC	Ingleside Physician Services, LLC
Ingleside Emergency Group, LLC	Wildwood Physician Services, LLC
Wildwood Emergency Group, LLC	Kingsford Physician Services, LLC
Kingsford Emergency Group, LLC	Lake Spring Physician Services, LLC
Lake Spring Emergency Group, LLC	

The ER and inpatient hospital physician groups in the preceding table remain out-of-network providers for Anthem's **professional** provider networks. While Anthem has been in contract talks with Schumacher Clinical Partners to obtain network participation agreements, they have been unsuccessful in reaching an agreement with the contracting firm to date. Fortunately, Schumacher has agreed to **not** balance bill members, but will accept what Anthem pays the member as payment in full plus any copays, coinsurance and/or deductible amounts due from the member. However, since they are out-of-network, this practice could change at any time.

Please see the attached list of alternate in-network providers.

Remember: This notification ONLY applies to physician groups owned and managed by Schumacher Clinical Partners. All Lewis Gale hospital locations remain network participating facilities. The hospitals and all other hospital-based service providers at Lewis Gale locations remain part of the Anthem PAR/PPO networks.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov